

**Contract Attachment J-6.b**  
**Contractor Proposed Capabilities and Implementation Features**

Team Abacus understands that the Government has elected to include several of our proposed beneficial approaches as contract requirements that augment the IMCS Performance Work Statement. We have reviewed and concur with the resulting contract language for incorporating these beneficial approaches (included as Attachment 3 to our Competitive Range Letter dated March 19, 2008). We also confirm that the expense associated with implementing these proposed technical beneficial approaches are reflected in our proposed contract cost and fee. A summary of these beneficial approaches is provided below:

In addition to meeting all the requirements of PWS 1.0, the contractor shall:

- Establish a Centralized Customer Services Center to manage and schedule customer requirements, and provide customers with a “one stop” shop for communications relative to the status of their service requests. (Volume I, Page 3)
- Establish an IMCS/KSC Technology Council comprised of representatives from the prime and sub-contractors. Membership will also include Government designated personnel. The council will meet once a quarter to review IMCS performance metrics and discuss service availability issues as well as new technologies, products, applications, and systems that can be best shared and managed on an enterprise basis. (Volume I, Page 14)
- Provide all performance metrics and data to the Government on a continuous basis (daily, weekly, monthly) via on-line web portal. Display the information in a digital format that shows compliance with performance standards and performance trends to allow quick and easy Government assessment of performance through the contractual year. (Volume I, page 19)
- Create an overachieving Continuous Process Improvement (CPI) Program Office to guide efforts, combined with Customer Support Representatives and Leverage Teams to identify improvement opportunities at the “grass roots” level. (Volume I, Page 23)
- Support Surge and Workload Adjustments with the combined resources from existing prime and subcontractor contracts to allow temporarily reassigning personnel to cover surge requirements within 24 hours. (Volume I, pages 21-22)
- Develop and host on the contractor’s IMCS web portal, a “Lessons Learned Knowledge Database”. Database will document problems encountered across various service areas, the root causes of the problems, and the fixes/solutions implemented to correct problems. In addition, the database would capture what the contractor would do differently under certain situations encountered, and what practices the contractor is employing that are going extremely well and why. (Volume I, page 32)
- Provide a training program which includes orientation training (at no cost to the Government) to educate its team members about the IMCS contract, plans, policies, and procedures to comply with the requirements and specifications. In addition, provide On-the-Job Training (OJT), annual recurring training (estimated average of 40 hours per year per employee), cross-training, and special training. (Volume I, pages 60-65)
- Offer a tuition reimbursement program to those employees who follow a job-related course of study and maintain specific grade-level averages. This training element includes short

courses and certificate programs in addition to advanced degree classes. (Volume I, pages 64-65)

- Ensure the maintenance of a sufficient, qualified workforce to support current programs and the required Constellation Program transition planning when IMCS support to launch operations is dramatically reduced (i.e., during the 2010 to 2015 timeframe). Include strategies and plans such as: (i) bonuses to induce critical skilled personnel to remain on the contract; (ii) flexible (e.g., part time, virtual office) employment options so that the contractor can recall, on either a temporary or as-needed basis, critically skilled retirement eligible personnel; and (iii) the issuance of standing subcontracts to specialty vendors as a “reachback” mechanism to supplement available support. (Volume I, Page 6)
- Create a web based “digital dashboard” to effectively capture and report on all the projects, based on established work hours allocations within a defined work schedule, within the project portfolio. This web-based tool will continuously display the top projects and their current status (work hours expended) (Volume II, Page 4).
- Establish (with union cooperation) a new “hybrid” technician labor category such as a Hybrid Digital Systems Technician through formal and informal training of existing specialized technicians in Voice, Imaging and Transmission Systems areas that will allow a growth path for qualified technicians who wish to improve their skills base, permit cross utilization of resources within similar functions, and increase productivity by May 1, 2009. (Volume II, Page 9)
- Perform Work for Others in accordance with clause H.18 for commercial entities operating at KSC who request the unique capabilities within the IMCS contract. (Volume I, Page 43)

In addition to meeting all the requirements of PWS 3.4.1, the contractor shall:

- Implement automated scripts that extract critical data from HP OpenView and feed it to Maximo. Ensure automated feed from OpenView to Maximo is populated from the single authoritative source. Design a script that will flag anomalies in port assignments (indicating an unauthorized change) so that a physical inspection can be performed within 5 working days. Incorporate periodic reviews of customer face plates as part of the quality assurance plan. Report network configuration anomalies and present at the Monthly IMCS Technical Operations Review. (Volume II, Page 36)

In addition to meeting all the requirements of PWS 3.6, the contractor shall:

- Implement an indexing system to allow instant access to existing artwork and original data files used in support of Graphic Services. (Volume II, Page 51)

In addition to meeting all the requirements of PWS 3.0, the contractor shall:

- Develop plans to transition and consolidate current monitoring systems into a central Enterprise Operating Center (EOC) located within our planned, future KSC Consolidated Data Center by March 15, 2009. (Volume II, Page 99)
- Develop additional performance metrics to encompass all activities, which are called Tier 2 and Tier 3 metrics and make available to the Government at least semi-annually. Tier 2 metrics are those that will enable the management team and KSC to establish the effectiveness of proposed programs (i.e., Continuous Process Improvement Program, Centralized Customer Service Center, training program, employee incentive program, change

management program, etc.). Tier 3 metrics are those associated with the performance of particular PWS work areas. They involve system and equipment performance, and technician performance, as well as metrics that indicate increases or decreases in workload. (Volume II, Page 107)

- Build into Maximo a capability that will “trigger” when performance either falls below a performance threshold (i.e., a problem) or is within a fixed percent of a performance threshold (i.e., a potential problem). The threshold or trigger can be set to measure performance over a specific time period or multiple periods, and can result in either a notification on the report or screen or an email to designated officials, including the Program Manager, Department Manager, Office Manager, or Manager for Continuous Process Improvement. (Volume II, Page 107)
- Establish a customer process (Volume II, Pages 108-109) which will:
  - Follow up with the customer to ensure all of the requested work was completed
  - Ask the customer to rate on a scale of 1 to 10, with 10 being the highest, his/her satisfaction with the work performed.
  - Isolate problems or issues with IMCS services, including factors such as timeliness, quality, reliability, technical knowledge, and professional courtesy.
  - Ensure Customer Services Representatives and technicians receive proper training in dealing with customers on their requirements, issues and problems.
  - Provide and orient customers on service delivery processes.
- Constantly and proactively review and analyze processes and end products (in accordance with Continuous Process Improvement program) to identify and implement possible improvements. In addition, the contractor shall maintain a database of the feedback received from customers and provide a summary statistical analysis on the portal.

In addition, Team Abacus will also include the following as a beneficial approach:

- Use Service Level Agreements (SLAs) to establish Customer Requirements and Clear Expectations for Performance. This use of SLAs will not conflict with KSC defined performance standards. Rather, they will provide further clarity for measuring contractor performance, identifying potential or emerging problems, and judging the effectiveness of corrective actions. (Volume I, page 29)

There will be no additional cost with implementing this beneficial approach as it is already incorporated in program management activities.

In the event of a conflict between these beneficial approaches and any other portion of this contract, the other portion of the contract shall take precedence.

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